

# Senior Services Department

City of Newton Performance Management Scorecard  
December 2013

## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting target  
Red = actual value more than 10% away from meeting target

## Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date  
Yellow = cumulative Year-to-Date the same as Last Year-to-Date  
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

		Monthly				Yearly		
Metric	Yearly Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
<b>Outcome #1 Delivery of Health, Fitness, Nutrition, Education, Cultural and Recreational Programs</b>								
Number of programs offered	Maintain or increase the number of programs offered	49	49	54		309	345	
Number unique (individual participant) program participants	Maintain or increase the number of program participants	366	366	756		2449	5260	
Total program participants	Maintain or increase program participation	858	858	3039		2449	5260	
<b>Outcome #2 Access to Destinations (Medical, Grocery, Senior Center, Religious, etc.)</b>								
Number of unique (individual seniors) riders	Maintain or increase the number of riders accessing transportation services	228	228	247		1354	1386	
Total rides provided	Maintain or increase the number of rides provided.	1522	1522	1369		1354	1386	
<b>Outcome #3 Access to Social Services</b>								
Number of seniors receiving case management	Maintain or increase the number of seniors receiving case management/social work services	69	69	98		508	590	
Number of hours of service provided per month	Increase the number of units of service provided (hours of service) from 120 to 136 per month		136	149		N/A	1001	
<b>Outcome #4 Opportunities for Civic Engagement and Social Connections</b>								
Promote community involvement and engagement through volunteer opportunities at Senior Services	Increase the level of volunteers to 50 a month			36			314	

## Notes